



ROUND ROCK, TEXAS
PURPOSE. PASSION. PROSPERITY.

ROUND ROCK DEMAND RESPONSE BUS SERVICE RIDE GUIDE

Effective July 15, 2013



GENERAL INFORMATION

Introduction

This Ride Guide provides information about the City of Round Rock's Demand Response Bus Service. All information must comply with federal, state, and local regulations and is subject to change.

Type of Service

The Demand Response Bus Service is a curb-to-curb public transportation option for the general public. Reservations must be made to use the service and other riders may be on the bus with you. The City does not guarantee availability.

Service Eligibility

The service is open to the general public. Children 10 and under must be accompanied by an adult.

Service Area

All trips must begin and end at addresses with Round Rock as the city. To determine if your origin and destination is within the service area, please visit the following website: www.roundrocktexas.gov/demandresponse.

Service Accessibility

All vehicles are ADA accessible. You may bring any mobility device, as long as it can be physically accommodated and does not cause a direct threat to safety.

Days and Hours of Service

Monday through Friday, except for holidays
7:00 am to 6:00 pm

Holidays

- New Year's Day (January)
- Martin Luther King Day (January)
- President's Day (February)
- Memorial Day (May)
- Independence Day (July)
- Labor Day (September)
- Thanksgiving Day (November)
- Christmas Day (December)

Fares

All fares are per person, per trip. **Cash only; no change will be given.**

Home address within the **city limits** of Round Rock

- One-way fare is \$5.00 and reduced fare is \$2.00

Home address within the **extraterritorial jurisdiction** (ETJ) of Round Rock

- One-way fare is \$7.00 and reduced fare is \$3.00

To determine if your home address is in the city limits or the ETJ please visit the following website: www.roundrocktexas.gov/demandresponse.

Reduced Fare Eligibility

You are eligible for reduced fare if

- You are under 12 years of age
- You are 60 years of age or older
- You have a temporary or permanent disability
- You are low-income

You must fill out and submit a Discounted Fare Eligibility Form. You can call (512) 218-7074 for a copy of the Discounted Fare Eligibility Form or you can download a copy from www.roundrocktexas.gov/demandresponse.

If you are requesting a reduced fare for a temporary or permanent disability Page 2 of the Discounted Fare Eligibility Form **must be filled out by a qualified medical professional**.

If you are requesting a reduced fare for low-income you must complete Page 1 of the Discounted Fare Eligibility Form and **must attach the first two (2) pages of your last calendar year's tax return. To remain eligible you must submit your last calendar year's tax return each year by April 30th**. If you do not submit your new tax return by April 30th your eligibility will expire.

Personal Care Attendants

You can have a personal care attendant (PCA) ride with you for any trip.

If the PCA is required for medical purposes it must be verified by a qualified medical professional on the Discounted Fare Eligibility Form and the PCA rides free of charge. **If you require a PCA, you will not be allowed to board the vehicle without the PCA.** When making your reservation, you must tell the reservationist a PCA will be riding with you.

If the PCA is not required for medical purposes then the PCA will pay the appropriate fare.

Service Animals

You can have a service animal ride with you for any trip. The use of a service animal must be verified by a medical professional on the Discounted Fare Eligibility Form. When making your reservation, you must tell the reservationist a service animal will be riding with you.

Use of Seat Belts

You are required to remain seated while the vehicle is in motion. All vehicles are equipped with seat belts and you are **strongly encouraged** to use them.

Child Safety Seats

If you have a young child(ren) with you, they must be secured in a safety seat if he/she is less than 36 inches tall and weighs less than 35 pounds. You will be responsible for providing and securing the child in the safety seat.

Children cannot be transported in strollers or ride in your lap.

Rider Behavior

You must conduct yourself in a respectable manner. Unruly or inappropriate behavior will not be tolerated and will be dealt with promptly, including but not limited to expulsion from the vehicle and/or notifying law enforcement.

Use of Music Players

Music players are not allowed unless you have earphones or headphones and do not disturb other riders.

Packages

You may only board the vehicle with packages you can carry and keep under your control at all times. Your packages cannot block the aisle, displace another rider or otherwise create a safety hazard.

Drivers do not assist riders with packages.

Driver Assistance to Riders

Drivers are not required to assist you to or from the vehicle.

Drivers will assist with securing mobility devices.

Gratuities and Tips

Drivers are not allowed to accept gratuities or tips.

Lost and Found

If you have lost an item on the bus, please call (512) 244-RIDE (7433).

RESERVATIONS

How to Make a Reservation

Call the reservation line Monday through Friday, between 8:00 am and 4:30 pm. Reservations are not accepted on Saturday, Sunday, or on holidays.

Reservations are accepted up to 4:00 pm the day before your trip.

Reservations Requested after 4:00 pm or the Same Day

Reservations requested after 4:00 pm, the day before your trip, or on the same day as your trip will only be scheduled if space is available. You will need to call the reservation line to check the status of your request four (4) hours prior to request time.

Advance Reservations

You can make reservations up to ten (10) days in advance. The City strongly recommends you reserve your trips as soon as you can.

Reservation Confirmation

Trips are confirmed by the reservationist at the time the reservation is made. No additional confirmation is provided.

Will Call or Open-Ended Reservation

No will call or open-ended reservations will be accepted. If you cannot make your return trip, due to a medical appointment running late, you must call the reservation line and re-schedule your return trip.

Subscription Trips

You can schedule a subscription trip only for recurring medical appointments, low-cost meals, and work for a period of 90 days. You have to renew your subscription trips every 90 days.

How to Cancel a Reservation

If you need to cancel any reservation, call the reservation line at least two (2) hours before your scheduled pick-up time.

If your reservation is between 7:00 am and 9:00 am, you need to cancel no later than 4:00 pm the day before your scheduled trip.

If you do not follow the above procedures you will be charged with a no-show.

If you cancel 10% or more of your subscription trips during the 90-day subscription service period, the remaining scheduled subscription trips will be cancelled. If you wish to resume subscription service, you will need to make a new reservation for your subscription trip service.

How to Change a Reservation

To change a reservation you need to cancel your first reservation and make a new one. The cancellation must be at least two (2) hours before your scheduled pick-up time or you will be charged with a no-show.

All changes have to be made by calling the reservation line.

Drivers are not allowed to make changes to your scheduled time, pick-up location and/or drop-off location.

NO-SHOW POLICY

No-shows

You will be counted a no-show if:

- You are not ready to board the bus within five (5) minutes of the bus' arrival
- You cancel any type of trip less than two (2) hours before your pick-up time, including once the bus arrives
- You fail to provide any necessary access codes, such as a gate code

If you receive a no-show for the first part of your trip, the return trip will be cancelled automatically. If you need the return trip, you must call the reservation line and request a same-day reservation. See **Reservations Requested after 4:00 pm or the Same Day**

If you accumulate three (3) or more no-shows in a calendar month your service will be suspended.

You will **not** be notified of being charged with a no-show. If you are concerned you have been charged with a no-show you may call the reservation line and provide an explanation for your no-show. It is at Star Shuttle's discretion whether to charge or dismiss the no-show.

Service Suspension

If you accumulate three (3) or more no-shows in a calendar month your service will be suspended for two (2) weeks.

If you accumulate three (3) more no-shows the following month your service will be suspended for thirty (30) days.

If your service is suspended you will be sent a Notice of Service Suspension, to your home address. The Notice will include your no-show dates, dates of the pending suspension of service and instructions on appealing the decision to suspend service.

Service Suspension Appeals Process

If you wish to appeal a Notice of Service Suspension, you may

- Send a letter to the City
 - ▶ Transportation Department
Demand Response Bus Service
2008 Enterprise Drive
Round Rock, Texas 78664
- Email the City
 - ▶ cleee@roundrocktexas.gov
- Call the City
 - ▶ (512) 218-7074

You must make your appeal to the City within 15 days of receipt of the Notice. Your appeal should provide the reason you feel your service should not be suspended.

Appeals will be reviewed by the City and you will be notified of the City's decision within 10 days of receipt of the appeal.

RIDER and VEHICLE READINESS

Rider Readiness

You must be ready to board the vehicle 15 minutes before your scheduled time and 15 minutes after your scheduled time. This is called “30-minute window.”

If the vehicle arrives within the 30-minute window you have to board the vehicle within 5 minutes. The vehicle will leave if you do not board within 5 minutes of vehicle arrival and you will be charged a no-show.

The driver will not make any announcement of the arrival or departure or the vehicle. You must be ready to board the vehicle within the 30-minute window.

On-time, Late, and Early Vehicles

The vehicle is considered on-time if it arrives within the 30-minute window.

The vehicle is considered late if it arrives after the 30-minute window. If the vehicle is late, dispatch may call to inform you or you can call the reservation line to inquire when the vehicle will be there or to cancel your trip. If you decline the trip because the vehicle is late you will not be charged a no-show.

The vehicle is early if it arrives before the 30-minute window. If a vehicle is going to be early, dispatch may call you to see if an early pick-up is acceptable. If you are not ready for an early pick-up, you are required to board the vehicle within 5 minutes after the beginning of the 30-minute window.

Pick-up and Drop-off Areas

For pick-ups at your home, you should wait for the vehicle in a location where you can see the vehicle and, preferably, where the driver can see you. If you live in a gated community, it is your responsibility to provide the gate code when making the reservation.

For drop-offs and pick-ups at your destination, you will be dropped off in a safe location as close as possible to the entrance of your destination. You will be picked-back up in the same location.

NOTES

Star Shuttle
Reservation Line
(512) 244-RIDE (7433)



City of Round Rock
Transit Division
(512) 218-7074

For comments, compliments or complaints please contact:

City of Round Rock
(512) 218-7074

cleer@roundrocktexas.gov

Star Shuttle
(512) 244-7433